

SHIVANI KESHRVANI

Assistant Manager (Branch Banking) Kotak Mahindra Bank

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Profile

A motivated and detail-oriented Computer Science graduate with hands-on experience in banking operations and customer service. Demonstrates strong communication, analytical thinking, and team collaboration skills through roles in reputed institutions like **Kotak Mahindra Bank, IndusInd Bank, and BYJU's**. Proficient in Python, SQL, and MS Office, with a strong foundation in data analytics and business processes. Adept at adapting to dynamic work environments, learning quickly, and contributing to organizational growth. Passionate about applying technical knowledge to real-world challenges while nurturing creativity through hobbies like art and writing.

Professional Experience

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|---|------------------------------------|
| Service Officer (Assistant Manager), Kotak Mahindra Bank | 01/2025 – present
Indore, India |
| <ul style="list-style-type: none">• Manage day-to-day branch operations including cash transactions, account openings, and customer servicing.• Deliver prompt and efficient service to customers, ensuring high standards of customer satisfaction and relationship management.• Ensure compliance with regulatory and audit requirements while maintaining accurate documentation and record-keeping.• Promote cross-selling of banking products such as savings accounts, fixed deposits, insurance, and loans based on customer profiling.• Resolve customer queries and service requests efficiently through in-person interactions and digital platforms.• Collaborate with the sales and back-office teams to support branch targets and streamline operations. | |
| BDM (Assistant Manager), IndusInd Bank | 07/2024 – 09/2024
Indore, India |
| <ul style="list-style-type: none">• Oversaw branch operations including sales, customer service, and documentation.• Facilitated business development activities to drive branch growth.• Assisted in maintaining branch profitability and operational efficiency. | |
| Business Operations Associate (BOA), Aakash Educational Services Ltd. | 03/2024 – 06/2024
Indore, India |
| <ul style="list-style-type: none">• Handled student data management, admission support, and academic scheduling.• Coordinated between departments to streamline academic and administrative tasks.• Provided support to counselors and ensured a smooth student onboarding process. | |
| Business Operations Associate (BOA), BYJU's | 01/2024 – 02/2024
Indore, India |
| <ul style="list-style-type: none">• Supported backend operations and CRM updates.• Assisted the sales and academic teams in data processing and client coordination.• Engaged with stakeholders to ensure timely service delivery. | |

Education

Master of Computer Applications(IT), Jabalpur Engineering College Completed in 2023 CGPA: 7.85	2021 – 2023 Jabalpur, India
Bachelor of Science, Govt. M.S. Golwalkar College, Rewa – APS University Completed in 2020 Percentage: 69.00%	2017 – 2020 Rewa MP, India
Senior Secondary Certificate(SSC), Govt. Girls Higher Secondary School, Rewa Completed in 2017 Percentage: 61.00%	2016 – 2017 Rewa MP, India
High School Certificate(HSC), Govt. Higher Secondary School, Rewa Completed in 2015 Percentage: 79.00%	2014 – 2015 Rewa MP, India

Projects

Flight Ticket Prediction System, *Technology Used: Python, Data Analysis*

- Developed a prediction model to estimate optimal flight booking times, aimed at reducing travel costs and improving booking convenience.
- Utilized historical flight pricing data and implemented logic for price trend analysis.
- Designed a user-friendly interface for entering destination, dates, and preferences to generate predictions.

Invisible Game, *Technology Used: Python (NumPy, Time library)*

- Created an interactive game using Python where objects appear/disappear based on time-based triggers.
- Leveraged the NumPy library for handling arrays and visual elements, and the Time module for background and gameplay timing.
- The project enhanced understanding of logic building and real-time interaction handling in Python.

Certificates

Certificate of Participation

Python Basics Quiz by Career Ninja

Certificate of Participation

Data Analytics using Power BI by Tech Tip 24

Certificate of Attendance

How to Ace Interviews by Nestlé

Certificate of Attendance

Program in Business Correspondence by NIIT & ATC India

Skills

Basics of Python — Competent

Familiar with core Python concepts such as variables, loops, functions, and basic libraries like NumPy. Able to write simple scripts and logic-based programs.

Basics of SQL — Competent

Understanding of basic SQL commands for data retrieval and manipulation. Able to perform operations like SELECT, INSERT, UPDATE, DELETE, and JOIN queries.

MS Office (Word & Excel) — Competent

Proficient in creating and formatting documents, managing data in Excel using formulas, basic functions, charts, and tables for data organization and analysis.

Interests

Mandala and Madhubani Art

Passionate about traditional and intricate art forms that require creativity, precision, and patience.

Cooking

Interested in exploring new recipes and cuisines, which promotes creativity and attention to detail.

Diary Writing

Regularly document thoughts and experiences to enhance self-reflection and communication skills.

Badminton

Play recreationally to maintain physical fitness and improve focus and agility.

Translation

Enjoy translating content between English and Hindi to strengthen language proficiency and cultural understanding.

Interior Designing

Enthusiastic about arranging and decorating living spaces with aesthetic and functional designs.